

§484.60(b)(3) Verbal orders must be accepted only by personnel authorized to do so by applicable state laws and regulations and by the HHA's internal policies.

§484.60(b)(4) When services are provided on the basis of a physician *or allowed practitioner's* verbal orders, a nurse acting in accordance with state licensure requirements, or other qualified practitioner responsible for furnishing or supervising the ordered services, in accordance with state law and the HHA's policies, must document the orders in the patient's clinical record, and sign, date, and time the orders. Verbal orders must be authenticated and dated by the physician *or allowed practitioner* in accordance with applicable state laws and regulations, as well as the HHA's internal policies.

Interpretive Guidelines §484.60(b)(4)

When services are furnished based on a physician *or allowed practitioner's* verbal order, the order must be put into writing by personnel authorized to do so by applicable state laws as well as by the HHA's internal policies. The orders must be signed and dated with the date of receipt by the nurse or qualified therapist (i.e., physical therapist, speech-language pathologist, occupational therapist, or medical social worker) responsible for furnishing or supervising the ordered services.

In the absence of a state requirement, the HHA should establish a timeframe for physician *or allowed practitioner* authentication, i.e. for obtaining a physician *or allowed practitioner* signature for verbal/telephone orders received. The signature may be written or in electronic form following the requirements of the particular system. A method must be established to identify the signer.

When verbal orders are added to the plan of care, it is not necessary for the physician or allowed practitioner to sign an updated plan of care until the patient is recertified. However, all verbal orders must be authenticated and dated by the physician or allowed practitioner in accordance with applicable state laws and regulations, as well as the HHA's internal policies.